

Date 18.11.98	Ref. No. IP00698	Model CMD-X2000	TD
Subject SIM-locked Sets			IRIS

SYMPTOM

The sets display shows: "Please enter network code" or "Please enter service provider code".

CAUSE

More and more service providers/operators are using the SIM lock feature to protect subsidized handsets to their network.

In practice an end-user can purchase a GSM set for a very cheap price with the condition that he can use a certain SIM card only. Service providers/operators have an interest in keeping as many subscribers as possible within their network as talk time equals turnover.

When inserting a foreign SIM, the set will ask for the "service provider code" or the "network code". This is the sign that a SIM-locked GSM terminal is in use.

Only the service provider/operator has the authority to provide *his* unlock codes to someone else because he has paid for it by subsidizing the purchase price for the end-user!

SOLUTION

For Sony servicers it is not allowed to unlock such sets. However, if testing needs to be performed, this is still possible since SIM-locked sets do recognize the service SIM cards as delivered with the test equipment.

Unauthorized unlocking of such sets can be considered as a breach of contract between the manufacturer (Sony) and the network provider/operator. Obviously this may have severe consequences.

Since such sets were sold by a specific network provider/operator in a specific area, we have to advise customers that only this specific network provider/operator in his own specific area is allowed to handle the set in question.

SIM-locked sets entering for repair will be returned or replaced with another SIM-locked set. **It is therefore in the interest of each country to make sure that such sets are recognized immediately at the frontline.**